

Chapter 2: Meridian IVR system interface

Graphical user interface

The Interactive Voice Response (IVR) system desktop provides an attractive, user-friendly work environment. The following information describes basic window concepts such as how to use the mouse, along with familiarizing you with the features of standard graphics and windows.

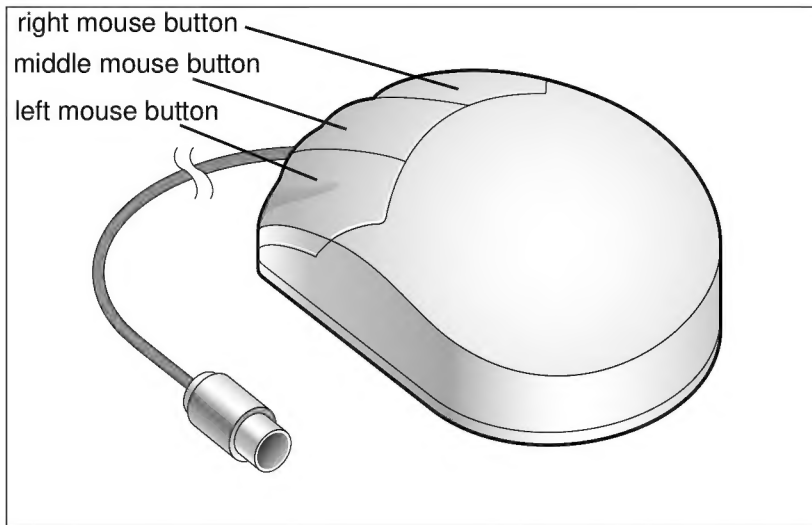
Menu-based interface

The menu-based interface is used when you run Meridian IVR from a remote system. This documentation is based on the graphical user interface. All of the functions available in the graphical user interface are also available in the menu-based interface during remote modem support. Note that you cannot use function keys in the menu-based interface during Telnet session.

Navigating with the mouse

Meridian IVR uses a standard three-button mouse as shown in [Figure 2-1](#).

Figure 2-1
Mouse buttons



You can use the mouse extensively with the Development system and to administer the Run-Time system. The tasks you can perform with the mouse buttons depend on what type of application you have.

Mouse button techniques

Click Point to an icon, then press and release the left mouse button once. You can click on an icon in the Meridian IVR window.

Double-click Point to an icon, then press and release the left mouse button twice in rapid succession. You can double-click on an icon in the Meridian IVR main window to open another window.

Drag Press the left or middle mouse button, roll the mouse until the pointer reaches the location you want, and then release the mouse button. You can drag the mouse to enlarge or reduce a window, or to move an icon.

Scrolling Press either the left or middle mouse button on the scroll bar, roll the mouse up or down to move the scroll bar. You can also scroll through the windows by clicking on the arrows above and below the scroll bar.

Note: To scroll up or down in UNIX shell windows, click on the scroll bar with the middle mouse button, then roll the mouse until the pointer reaches the desired location. To scroll one line at a time, place the pointer in the scroll area and click on the up or down arrow with the right mouse button.

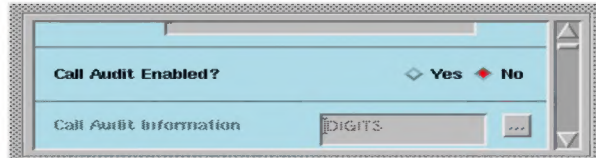
Standard graphic features

The Meridian IVR window may contain controls that allow you to make selections, move around in your applications, and specify text material when needed. These controls include radio/push buttons, sliders and data entry boxes. Selection lists (shown in a scrolling window called the browser) allow you to choose specific files or run applications (see [Figure 2-2](#)).

Figure 2-2
Standard graphic features

Radio buttons

Selects between two options



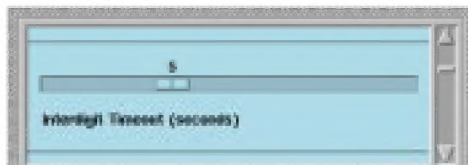
Browser

Displays a list of options



Slider

Moves a switch over a range of values



Text entry box

Text typed from keyboard appears in box



Navigating with the keyboard

You can access Meridian IVR menu options by using either the mouse or keyboard. You may find it easier to access commonly used options directly from the keyboard by using a mnemonic key or a keyboard accelerator.

Mnemonic keys

By typing a specific mnemonic key, the system either displays a pull-down option menu or selects an option from a particular menu. To display the pull-down option menu from the menu bar, type <Alt+mnemonic key>. To select an option from the list, type only the mnemonic key. Typically, the mnemonic key is one of the characters in the option name and is identified by an underscore. For example, to display the pull-down menu of File options, type <Alt+F> (see [Figure 2-3](#)). To select the Save option from this list, type <S> (see [Figure 2-4](#)).

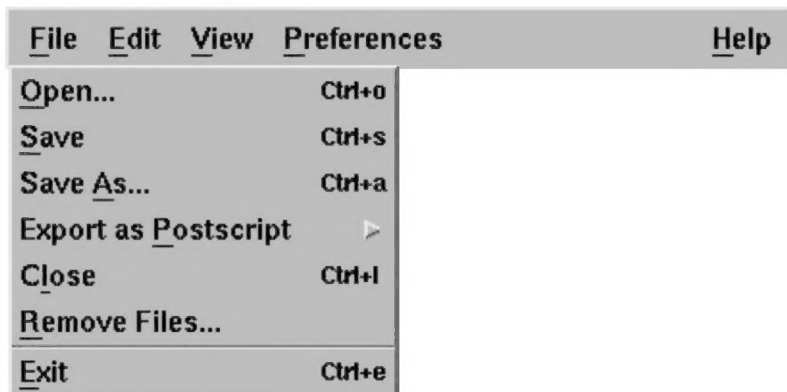
Keyboard accelerator

By typing a combination of keystrokes, a menu option is executed directly without first displaying the pull-down option menu. These keyboard accelerators are listed in the pull-down menus next to the option name. For example, instead of first displaying the pull-down list of File options and selecting the Save option, you can save time by typing the accelerator <Ctrl+S> (see [Figure 2-4](#)).

Figure 2-3
Menu bar



Figure 2-4
Pull-down option menu

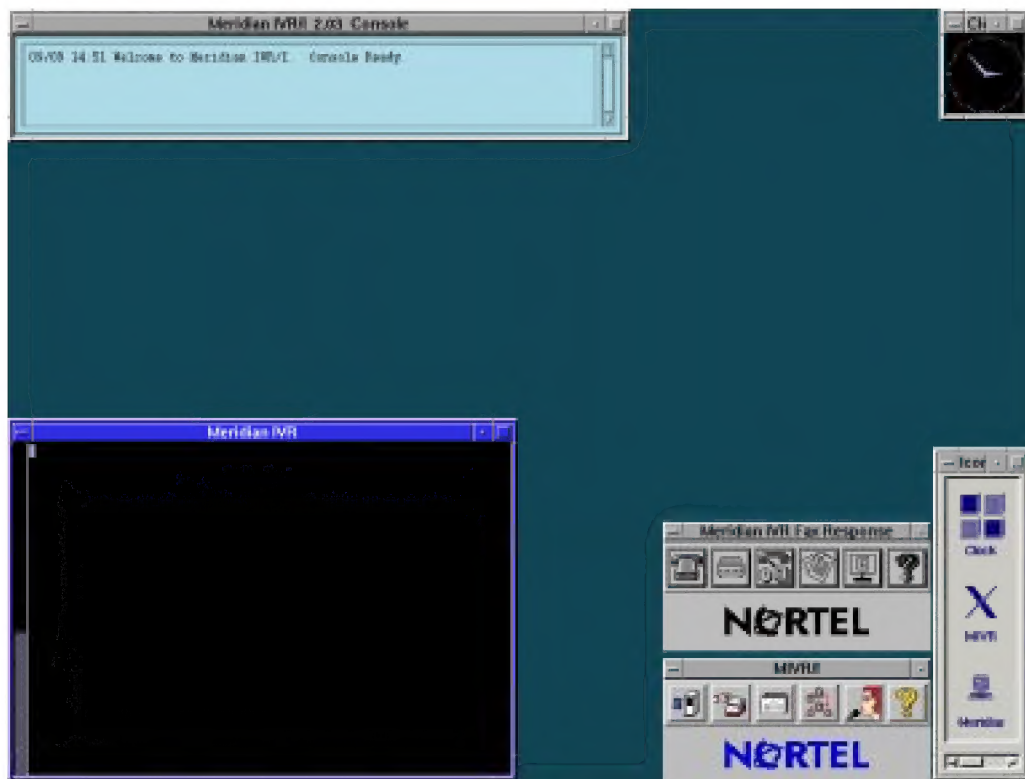


You can use the arrow keys to move through menu options. Press <Enter> to select the highlighted option or <Esc> to cancel the option menu without choosing an option.

The desktop

The IVR system desktop is shown in [Figure 2-5](#) as it appears when the IVR system is started.

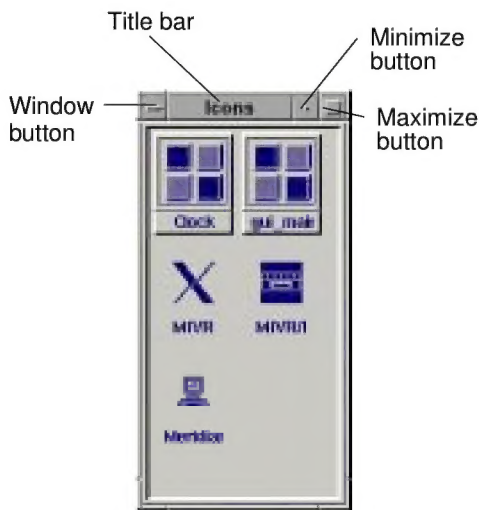
Figure 2-5
IVR system desktop



Desktop windows

Every window is enclosed within a three-dimensional border and its title appears at the top in the Title Bar. Each window has three buttons that can be used to manipulate the appearance of the window (see [Figure 2-6](#)).

Figure 2-6
Window layout



Title bar

The title bar displays the title of the window.

Minimize button

The minimize button, located in the upper right corner of the window, shows a tiny square. Clicking on this button with the left mouse button closes the window, and its icon appears in the Icon Manager window. To restore a window from its icon, double-click on the icon with the left mouse button.

Maximize button

The maximize button, located in the upper right corner of the window, shows a big square. Clicking on this button with the left mouse button enlarges the window to fill the entire desktop. To return the window to its normal size, click on the maximize button with the left mouse button.

Window button

The window button, located in the upper left corner of the window, shows a line. Clicking on this button with the left mouse button accesses a menu as shown in [Figure 2-7](#). Options that appear as grey shadows are not available. Once the menu is accessed you can choose one of the following options (each window does not have all options):

Figure 2-7
Window button menu



Restore

This option opens the window.

Move

This option allows the window to be dragged to a new position on the desktop.

Size

This option allows the window to be resized by dragging the mouse to move the cursor beyond the window edges.

Minimize

This option closes the window, and its icon appears in the Icon Manager window.

Maximize

This option opens a closed window or makes an open window fill the entire screen.

Lower

This option moves the window to the background.

Raise

This option moves the window to the foreground.

Close

This option closes the window, and its icon appears in the Icon Manager window.

Icon manager window

The Icon Manager window displays the status of the other windows on the desktop. It tells you whether they are active and/or open (see [Figure 2-8](#)). When a window is active but not open, a box appears around the icon. When the window is active and open, the icon is shown without a box around it. The top two icons in [Figure 2-8](#) display windows that are active but not open. The bottom icon displays a window that is both active and open.

When the Icon Manager window becomes full, a scroll bar appears at the bottom of the window. To scroll to other icons that are not visible, click on the scroll bar with the left mouse button.

Figure 2-8
Icon manager window



Clock window

The clock window displays the clock (see [Figure 2-9](#)). The time shown has been set in the UNIX software. The clock can be maximized or minimized with the buttons located in the top right corner.

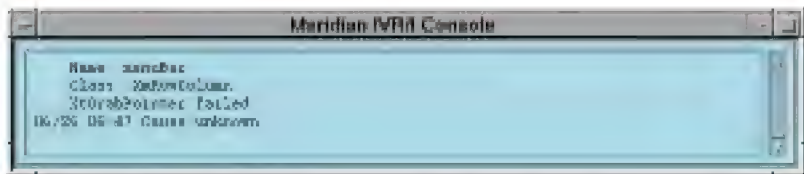
Figure 2-9
Clock window



Meridian IVR Console window

The Meridian IVR Console window displays all of the system status messages. It tells you when Meridian IVR has stopped and started or if there are any system errors. The Meridian IVR Console window is shown in [Figure 2-10](#). All system status and error messages are documented in the *Meridian IVR Maintenance and Diagnostics Guide* (NTP 555-9001-500).

Figure 2-10
Meridian IVR Console window



Meridian IVR main menu

The Meridian IVR main menu displays icons representing the Meridian IVR tools (see [Figure 2-11](#)). The tools provide system administration and application development capabilities. Your available level of access to these tools depends upon the account that you used to log in and the options available on your system.

Figure 2-11
Meridian IVR main menu



The Meridian IVR main menu and its icons are explained in [Chapter 3: “The Meridian IVR tools.”](#)

Procedure 2-1
Closing the Meridian IVR main menu

- 1 Exit all of the active windows for System Administration, Database Management, Application Development, System Reports, and Prompt Management.
- 2 Select the Exit option from the System Administration pull-down menu.
- 3 Click OK with the left mouse button to close the window, or click on Cancel to return to the desktop.



CAUTION

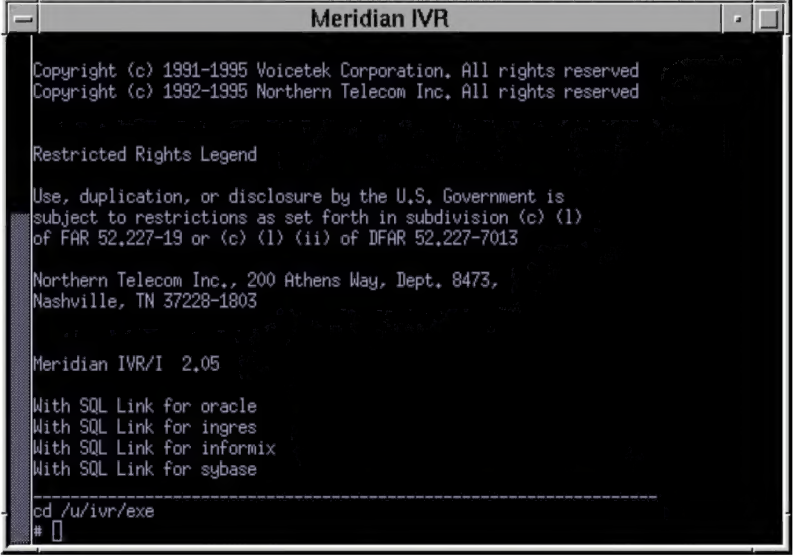
Risk of data loss

Never double-click in the upper left corner to close the graphical user interface (GUI) main menu window.

Meridian IVR UNIX shell

You can access this window only through the *vad* account (see [Figure 2-12](#)). When you log into the system, the UNIX shell window displays start-up messages.

Figure 2-12
Meridian IVR UNIX shell



```
Meridian IVR

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Nashville, TN 37228-1803

Meridian IVR/I 2.05

With SQL Link for oracle
With SQL Link for ingres
With SQL Link for informix
With SQL Link for sybase

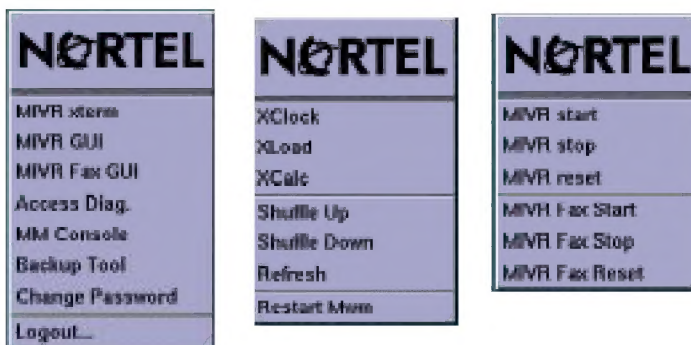
-----
cd /u/ivr/exe
# 
```

To exit the system from the UNIX shell window, type **exit** and press <Enter>.

Background menus

You can use the mouse to access Meridian IVR tool menus directly from the desktop. Each mouse button displays a different tool menu depending on the type of account (see [Figure 2-13](#)).

Figure 2-13
Background menus



The Meridian IVR tool menus that you can access directly from the desktop with the mouse are described below.

Left background menu

MIVR xterm

When you select MIVR xterm, the system displays a new UNIX shell window. This tool is not available in the *admin* account.

MIVR GUI

When you select MIVR GUI, the system displays the Meridian IVR graphical user interface (GUI) main menu. The options available on the GUI main menu vary by account and are defined in [Table 1-2, “Meridian IVR account privileges” on page 1-3](#).

MIVR Fax GUI

When you select MIVR Fax GUI, the system displays the Meridian IVR Fax Response graphical user interface (GUI) main menu.

Access Diag.

When you select Access Diag, the system displays a window that shows the status of the ACCESS link.

MM Console

When you select MM Console, the console appears on the desktop window if a Meridian Mail console has been set up on the system.

Backup Tool

When you select Backup Tool, the Backup Tool GUI appears on the desktop window.

Change password

When you select Change password, the system displays a window that allows

you to change the account password.

Logout

When you select Logout, the system exits the desktop window and Meridian IVR applications.

Middle background menu**XClock**

When you select XClock, the system displays the clock window. The window displays the time set in the UNIX software. To close XClock, double-click on the box in the upper left corner with the left mouse button.

XLoad

When you select XLoad, the system displays a window containing a graphical display that shows the current system capacity in use. To close this window, double-click on the box in the upper left corner with the left mouse button.

Shuffle Up

If windows are stacked upon each other, you can select Shuffle Up to move the bottom window to the top.

Shuffle Down

If windows are stacked upon each other, you can select Shuffle Down to move the top window to the bottom.

Refresh

When you select Refresh, the system repaints the desktop.

Restart Mwm

When you select Restart Mwm, the system reloads the window manager.

Right background menu**MIVR start**

When you select MIVR start, the Meridian IVR core software starts if it is not already running.

MIVR stop

When you select MIVR stop, the Meridian IVR core software stops.

MIVR reset

When you select MIVR reset, the Meridian IVR core software stops and then restarts.

MIVR Fax start

When you select MIVR Fax start, the Meridian IVR Fax Response software starts if it is installed on the system and not already running.

MIVR Fax stop

When you select MIVR Fax stop, the Meridian IVR Fax Response software stops.

MIVR Fax reset

When you select MIVR Fax reset, the Meridian IVR Fax Response software stops and then restarts.